Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Amend claims 1, 9, 13, 18, 19, 21, 28-36, 44, 48, 53, 54, and 56, as follows.
Add new claims 60-61 as follows.

Listing of Claims:

1. **(currently amended)** A method of selecting a resource for a work item, comprising:

determining available resources that possess skills needed by the work item;

for each of the determined resources, determining a business value of having the resource service the work item, the business value being a measure of qualification of the resource for servicing the work item based on skills of the resource and skill requirements of the work item;

for each of the determined resources, determining a value to the resource of servicing the work item, the value to the resource being a measure of how ~~the resource is spending time compared with other resources and~~ serving the work item by the resource helps or hurts goals of the individual resource, wherein the goals of the resource include per-skill time-allocation goals of the resource; and

selecting a determined resource that has a best combined value of the business value and the value to the resource, to serve the work item.

2. **(original)** The method of claim 1 wherein:

determining a business value comprises

determining the business value weighted by a business value weight corresponding to the work item;

determining a value to the resource comprises

determining the value to the resource weighted by a resource value

weight corresponding to the work item; and

selecting comprises

selecting a determined resource that has a best combined value of the weighted business value and the weighted value to the resource.

3. **(original)** The method of claim 2 wherein:

determining a business value comprises

determining a weighted business value as a product of (a) the business value weight corresponding to the work item and (b) a sum of products of a level of each said needed skill of the resource and a weight of said needed skill of the work item; and

determining a value to the resource comprises

determining a weighted resource treatment value as a product of (c) a resource treatment weight corresponding to the work item and (d) a sum of products of each treatment of the resource and a weight of said treatment of the resource.

4. **(original)** The method of claim 3 wherein:

the sums of products are scaled sums, and

the treatments are scaled treatments.

5. **(original)** The method of claim 4 wherein:

selecting comprises

selecting the determined resource that has a highest sum of the weighted business value and the weighted resource treatment value.

6. **(original)** The method of claim 3 wherein:

the resource treatments of a resource comprise a time since the resource became available and a time that the resource has not spent serving work items.

7. **(original)** The method of claim 6 wherein:

the treatments of the resource further comprise a measure of an effect that serving of the work item would have on a goal of the resource.

8. **(original)** The method of claim 7 wherein:

the measure of the effect comprises a difference between (a) a distance of an actual allocation of worktime of the resource among skills from a goal allocation of the worktime of the resource among the skills and (b) a distance of an estimated allocation of the worktime of the resource among the skills if the resource serves the work item from the goal allocation.

9. **(currently amended)** A method of selecting a resource for a work item, comprising:

determining available resources that possess skills needed by the work item;

for each of the determined resources, determining a business value comprising a sum across all skills of a product of a skill level of the resource in the skill and a skill weight of the work item for the skill;

for each of the determined resources, determining a resource treatment value, the resource treatment value being a measure of how the resource is ~~spending time compared with other resources and~~ meeting goals of the individual resource, the resource treatment value comprising a sum across all resource treatments of a product of a value of the resource for the resource treatment and a weight of the work item for how much weight said resource treatment has relative to others of the resource treatments and how much weight the resource treatments have relative to the business value; and

selecting a determined resource that has a best combined score of

its business value and its resource treatment value, to serve the work item

10. **(original)** The method of claim 9 wherein:

the resource treatments of a resource comprise a time since the resource became available, a time that the resource has spent not serving work items, and a measure of an effect that serving the work item would have on a goal of the resource.

11. **(original)** The method of claim 9 wherein:

determining a business value comprises

determining a scaled business value comprising the business value scaled by a first scaling factor that is common to all of the determined resources;

determining a resource treatment value comprises

for each resource treatment, determining a scaled value of the resource comprising the value of the resource for that resource treatment scaled by a scaling factor that is common for that resource treatment to all of the determined resources, and

determining a scaled resource treatment value comprising a sum, scaled by a second scaling factor that is common to all of the determined resources, across all resource treatments of a product of the scaled value of the resource for the resource treatment and a weight of the work item for the resource treatment; and

selecting comprises

selecting a determined resource that has a best sum of its scaled business value and its scaled resource treatment value to serve the work item.

12. **(original)** The method of claim 11 wherein:

each scaling factor comprises a fraction having in its denominator a

maximum value of the value to which said scaling factor applies of any of the resources.

13. **(currently amended)** A method of selecting a work item for a resource, comprising:

determining available work items that need skills possessed by the resource;

for each of the determined work items, determining a business value of having the resource service the work item, the business value being a measure of qualification of the resource for servicing of the work item based on skills of the resource and skill requirements of the work item;

for each of the determined work items, determining a value to the work item of being serviced by the resource, the value to the work item being a measure of how the work item is ~~treated compared to other work items and treatment~~ meeting goals of the individual work item, wherein the goals of the work item include how long the work item has been waiting for service, how long the work item may have to wait for service, and how much the work item has exceeded its target wait time; and

selecting a determined work item that has a best combined value of the business value and the value to the work item to be served by the resource.

14. **(original)** The method of claim 13 wherein:

determining business value comprises

determining the business value weighted by a business value weight corresponding to the work item;

determining a value to the work item comprises

determining the value to the work item weighted by a work item value weight corresponding to the work item; and

selecting comprises

selecting a determined work item that has a best combined value of the weighted business value and the weighted value to the work item.

15. **(original)** The method of claim 14 wherein:

determining a business value comprises

determining a weighted business value as a product of (a) the business value weight corresponding to the work item and (b) a sum of products of a level of each said needed skill of the resource and a weight of said needed skill of the work item; and

determining a value to the work item comprises

determining a weighted work item treatment value as a product of (c) a work item treatment weight corresponding to the work item and (d) a sum of products of each treatment of the work item and a weight of said treatment of the work item.

16. **(original)** The method of claim 15 wherein:

the sums of products are scaled sums, and

the treatments are scaled treatments.

17. **(original)** The method of claim 16 wherein:

selecting comprises

selecting the determined work item that has a highest sum of the weighted business value and the weighted work item treatment value.

18. **(currently amended)** The method of claim ~~15~~21 wherein:

the work item treatments of a work item comprise a time that the work item has been waiting for service and an estimated time that the work item will have to wait for service.

19. **(currently amended)** The method of claim 18 wherein:

the work item treatments of a work item further comprise a time by which the work item has exceeded its target wait time.

20. **(original)** The method of claim 18 wherein:

the estimated wait time that the work item will have to wait for service comprises a product of (a) a ratio of a total number of work items waiting for service and an average number of work items waiting for service and (b) a sum of average wait times of individual said needed skills each weighted by a ratio of the weight of said individual skill and a sum of the weights of the needed skills.

21. **(currently amended)** A method of selecting a work item for a resource, comprising:

determining available work items that need skills possessed by the resource;

for each of the determined work items, determining a business value comprising a sum across all skills of a product of a skill level of the resource in the skill and a skill weight of the work item for the skill;

for each of the determined work items, determining a work item treatment value, the work item treatment value being a measure of how the work item is ~~treated compared to other work items and treatment~~ meeting goals of the individual work item, the work item treatment value comprising a sum across all work item treatments of a product of the value of the work item for the work item treatment and a weight of the work item for how much weight said work item treatment has relative to others of the work item treatments and how much weight the work item treatments have relative to the business value; and

selecting a determined work item that has a best combined score of

its business value and work item treatment value, to be served by the resource.

22. **(original)** The method of claim 21 wherein:

the work item treatments of a work item comprise a time that the work item has spent waiting to be serviced, an estimated time that the item will spend waiting to be serviced, and a time by which the work item has exceeded its target waiting time.

23. **(original)** The method of claim 21 wherein:

determining a business value comprises

determining a scaled business value comprising the business value scaled by a first scaling factor that is common to all of the determined work items;

determining a work item treatment value comprises

for each work item treatment, determining a scaled value of the work item comprising the value of the work item for that work item treatment scaled by a scaling factor that is common for that work item treatment to all of the determined work items, and

determining a scaled work item treatment value comprising a sum, scaled by a second scaling factor that is common to all of the determined work items, across all work item treatments of a product of the scaled value of the work item for the work item treatment and a weight of the work item for the work item treatment; and

selecting comprises

selecting a determined work item that has a best sum of its scaled business value and its scaled work item treatment value, to be served by the resource.

24. **(original)** The method of claim 23 wherein:

each scaling factor comprises a fraction having in its denominator a maximum value of the value to which said scaling factor applies of any of the work items.

25. **(canceled)**

26. **(canceled)**

27. **(original)** An apparatus comprising a processor that executes instructions to effect the method of one of claims 1-24.

28. **(currently amended)** An apparatus for selecting a resource for a work item, comprising;

means for determining available resources that possess skills needed by the work item;

means for determining, for each of the determined resources, a business value of having the resource service the work item, the business value being a measure of qualification of the resource for servicing the work item based on skills of the resource and skill requirements of the work item;

means for determining, for each of the determined resources, a value to the resource of servicing the work item, the value to the resource being a measure of how ~~the resource is spending time compared with other resources and~~ serving the work item by the resource helps or hurts goals of the individual resource, wherein goals of the resource include per-skill time-allocation goals of the resource; and

means for selecting a determined resource that has a best combined value of the business value and the value to the resource, to serve the work item.

29. **(currently amended)** An apparatus for selecting a resource for a work item, comprising:

means for determining available resources that possess skills needed by the work item;

means for determining, for each of the determined resources, a business value comprising a sum across all skills of a product of a skill level of the resource in the skill and a skill weight of the work item for the skill;

means for determining, for each of the determined resources, a resource treatment value, the resource treatment value being a measure of how the resource is ~~spending time compared with other resources and~~ meeting goals of the individual resource, the resource treatment value comprising a sum across all resource treatments of a product of a value of the resource for the resource treatment and a weight of the work item for how much weight said resource treatment has relative to others of the resource treatments and how much weight the resource treatments have relative to the business value; and

means for selecting a determined resource that has a best combined score of its business value and its resource treatment value, to serve the work item.

30. **(currently amended)** An apparatus for selecting a work item for a resource, comprising:

means for determining available work items that need skills possessed by the resource;

means for determining, for each of the determined work items, a business value of having the resource service the work item, the business value being a measure of qualification of the resource for servicing the work item based on skills of the resource and skill requirements of the

work item;

means for determining, for each of the determined work items, a value to the work item of being serviced by the resource, the value to the work item being a measure of how the work item is ~~treated compared to other work items and treatment~~ meeting goals of the individual work item, wherein the goals of the work item include how long the work item has been waiting for service, how long the work item may have to wait for service, and how much the work item has exceeded its target wait time; and

means for selecting a determined work item that has a best combined value of the business value and the value to the work item to be served by the resource.

31. **(currently amended)** An apparatus for selecting a work item for a resource, comprising:

means for determining available work items that need skills possessed by the resource;

means for determining, for each of the determined work items, a business value comprising a sum across all skills of a product of a skill level of the resource in the skill and a skill weight of the work item for the skill;

means for determining, for each of the determined work items, a work item treatment value, the work item treatment value being a measure of how the work item is ~~treated compared to other work items and treatment~~ meeting goals of the individual work item, the work item treatment value comprising a sum across all work item treatments of a product of the value of the work item for the work item treatment and a weight of the work item for how much weight said work item treatment has relative to other work item treatments and how much weight the work item treatments have relative to the business value; and

means for selecting a determined work item that has a best combined score of its business value and work item treatment value, to be served by the resource.

32. **(currently amended)** An arrangement for selecting a resource for a work item, comprising;

an effector of determining available resources that possess skills needed by the work item;

an effector of determining, for each of the determined resources, a business value of having the resource service the work item, the business value being a measure of qualification of the resource for servicing the work item based on skills of the resource and skill requirements of the work item;

an effector of determining, for each of the determined resources, a value to the resource of servicing the work item, the value to the resource being a measure of how ~~the resource is spending time compared with other resources and~~ serving the work item by the resource helps or hurts goals of the individual resource, wherein the goals of the resource include per-skill time-allocation goals of the resource; and

an effector of selecting a determined resource that has a best combined value of the business value and the value to the resource, to serve the work item.

33. **(currently amended)** An arrangement for selecting a resource for a work item, comprising:

an effector of determining available resources that possess skills needed by the work item;

an effector of determining, for each of the determined resources, a business value comprising a sum across all skills of a product of a skill level of the resource in the skill and a skill weight of the work item for the

skill;

an effector of determining, for each of the determined resources, a resource treatment value, the resource treatment value being a measure of how the resource is ~~spending time compared with other resources and~~ meeting goals of the individual resource, the resource treatment value comprising a sum across all resource treatments of a product of a value of the resource for the resource treatment and a weight of the work item for how much weight said resource treatment has relative to others of the resource treatments and how much weight the resource treatments have relative to the business value; and

an effector of selecting a determined resource that has a best combined score of its business value and its resource treatment value, to serve the work item.

34. **(currently amended)** An arrangement for selecting a work item for a resource, comprising:

an effector of determining available work items that need skills possessed by the resource;

an effector of determining, for each of the determined work items, a business value of having the resource service the work item, the business value being a measure of qualification of the resource for servicing the work item based on skills of the resource and skill requirements of the work item;

an effector of determining, for each of the determined work items, a value to the work item of being serviced by the resource, the value to the work item being a measure of how the work item is ~~treated compared to other work items and treatment~~ meeting goals of the individual work item, wherein the goals of the work item include how long the work item has been waiting for service, how long the work item may have to wait for service, and how much the work item has exceeded its target wait time;

and

an effector of selecting a determined work item that has a best combined value of the business value and the value to the work item to be served by the resource.

35. **(currently amended)** An arrangement for selecting a work item for a resource, comprising:

an effector of determining available work items that need skills possessed by the resource;

an effector of determining, for each of the determined work items, a business value comprising a sum across all skills of a product of a skill level of the resource in the skill and a skill weight of the work item for the skill;

an effector of determining, for each of the determined work items, a work item treatment value, the work item treatment value being a measure of how the work item is ~~treated compared to other work items and treatment~~ meeting goals of the individual work item, the work item treatment value comprising a sum across all work item treatments of a product of the value of the work item for the work item treatment and a weight of the work item for how much weight said work item treatment has relative to others of the work item treatments and how much weight the work item treatments have relative to the business value; and

an effector of selecting a determined work item that has a best combined score of its business value and work item treatment value, to be served by the resource.

36. **(currently amended)** A computer-readable medium containing instructions which, when executed in a computer, cause the computer to perform selection of a resource for a work item, comprising:

determining available resources that possess skills needed by the

work item;

for each of the determined resources, determining a business value of having the resource service the work item, the business value being a measure of qualification of the resource for servicing the work item based on skills of the resource and skill requirements of the work item;

for each of the determined resources, determining a value to the resource of servicing the work item, the value to the resource being a measure of how ~~the resource is spending time compared with other resources and~~ serving the work item by the resource helps or hurts goals of the individual resource, wherein the goals of the resource include per-skill time-allocation goals of the resource; and

selecting a determined resource that has a best combined value of the business value and the value to the resource, to serve the work item.

37. **(original)** The medium of claim 36 wherein:

determining a business value comprises

determining the business value weighted by a business value weight corresponding to the work item;

determining a value to the resource comprises

determining the value to the resource weighted by a resource value weight corresponding to the work item; and

selecting comprises

selecting a determined resource that has a best combined value of the weighted business value and the weighted value to the resource.

38. **(original)** The medium of claim 37 wherein:

determining a business value comprises

determining a weighted business value as a product of (a) the business value weight corresponding to the work item and (b) a sum of products of a level of each said needed skill of the resource and a weight

of said needed skill of the work item; and

determining a value to the resource comprises

determining a weighted resource treatment value as a product of (c) a resource treatment weight corresponding to the work item and (d) a sum of products of each treatment of the resource and a weight of said treatment of the resource.

39. **(original)** The medium of claim 38 wherein:

the sums of products are scaled sums, and

the treatments are scaled treatments.

40. **(original)** The medium of claim 39 wherein:

selecting comprises

selecting the determined resource that has a highest sum of the weighted business value and the weighted resource treatment value.

41. **(original)** The medium of claim 38 wherein:

the resource treatments of a resource comprise a time since the resource became available and a time that the resource has not spent serving work items.

42. **(original)** The medium of claim 41 wherein:

the treatments of the resource further comprise a measure of an effect that serving of the work item would have on a goal of the resource.

43. **(original)** The medium of claim 42 wherein:

the measure of the effect comprises a difference between (a) a distance of an actual allocation of worktime of the resource among skills from a goal allocation of the worktime of the resource among the skills and

(b) a distance of an estimated allocation of the worktime of the resource among the skills if the resource serves the work item from the goal allocation.

44. **(currently amended)** A computer-readable medium containing instructions which, when executed in a computer, cause the computer to perform selection of a resource for a work item, comprising:

determining available resources that possess skills needed by the work item;

for each of the determined resources, determining a business value comprising a sum across all skills of a product of a skill level of the resource in the skill and a skill weight of the work item for the skill;

for each of the determined resources, determining a resource treatment value, the resource treatment value being a measure of how the resource is ~~spending time compared with other resources and~~ meeting goals of the individual resource, the resource treatment value comprising a sum across all resource treatments of a product of a value of the resource for the resource treatment and a weight of the work item for how much weight said resource treatment has relative to others of the resource treatments and how much weight the resource treatments have relative to the business value; and

selecting a determined resource that has a best combined score of its business value and its resource treatment value, to serve the work item.

45. **(original)** The medium of claim 44 wherein:

the resource treatments of a resource comprise a time since the resource became available, a time that the resource has spent not serving work items, and a measure of an effect that serving the work item would have on a goal of the resource.

46. **(original)** The medium of claim 44 wherein:

determining a business value comprises

determining a scaled business value comprising the business value scaled by a first scaling factor that is common to all of the determined resources;

determining a resource treatment value comprises

for each resource treatment, determining a scaled value of the resource comprising the value of the resource for that resource treatment scaled by a scaling factor that is common for that resource treatment to all of the determined resources, and

determining a scaled resource treatment value comprising a sum, scaled by a second scaling factor that is common to all of the determined resources, across all resource treatments of a product of the scaled value of the resource for the resource treatment and a weight of the work item for the resource treatment; and

selecting comprises

selecting a determined resource that has a best sum of its scaled business value and its scaled resource treatment value to serve the work item.

47. **(original)** The medium of claim 46 wherein:

each scaling factor comprises a fraction having in its denominator a maximum value of the value to which said scaling factor applies of any of the resources.

48. **(currently amended)** A computer-readable medium containing instructions which, when executed in a computer, cause the computer to perform selection of a work item for a resource, comprising:

determining available work items that need skills possessed by the

resource;

for each of the determined work items, determining a business value of having the resource service the work item, the business value being a measure of qualification of the resource for servicing of the work item based on skills of the resource and skill requirements of the work item;

for each of the determined work items, determining a value to the work item of being serviced by the resource, the value to the work item being a measure of how the work item is ~~treated compared to other work items and treatment~~ meeting goals of the individual work item, wherein the goals of the work item include how long the work item has been waiting for service, how long the work item may have to wait for service, and how much the work item has exceeded its target wait time; and

selecting a determined work item that has a best combined value of the business value and the value to the work item to be served by the resource.

49. **(original)** The medium of claim 48 wherein:

determining business value comprises

determining the business value weighted by a business value weight corresponding to the work item;

determining a value to the work item comprises

determining the value to the work item weighted by a work item value weight corresponding to the work item; and

selecting comprises

selecting a determined work item that has a best combined value of the weighted business value and the weighted value to the work item.

50. **(original)** The medium of claim 49 wherein:

determining a business value comprises

determining a weighted business value as a product of (a) the business value weight corresponding to the work item and (b) a sum of products of a level of each said needed skill of the resource and a weight of said needed skill of the work item; and

determining a value to the work item comprises

determining a weighted work item treatment value as a product of (c) a work item treatment weight corresponding to the work item and (d) a sum of products of each treatment of the work item and a weight of said treatment of the work item.

51. **(original)** The medium of claim 50 wherein:

the sums of products are scaled sums, and

the treatments are scaled treatments.

52. **(original)** The medium of claim 51 wherein:

selecting comprises

selecting the determined work item that has a highest sum of the weighted business value and the weighted work item treatment value.

53. **(currently amended)** The medium of claim ~~50~~56 wherein:

the work item treatments of a work item comprise a time that the work item has been waiting for service and an estimated time that the work item will have to wait for service.

54. **(currently amended)** The medium of claim 53 wherein:

the work item treatments of a work item further comprise a time by which the work item has exceeded its target wait time.

55. **(original)** The medium of claim 53 wherein:

the estimated wait time that the work item will have to wait for service comprises a product of (a) a ratio of a total number of work items waiting for service and an average number of work items waiting for service and (b) a sum of average wait times of individual said needed skills each weighted by a ratio of the weight of said individual skill and a sum of the weights of the needed skills.

56. **(currently amended)** A computer-readable medium containing instructions which, when executed in a computer, cause the computer to perform a selection of a work item for a resource, comprising:

determining available work items that need skills possessed by the resource;

for each of the determined work items, determining a business value comprising a sum across all skills of a product of a skill level of the resource in the skill and a skill weight of the work item for the skill;

for each of the determined work items, determining a work item treatment value, the work item treatment value being a measure of how the work item is ~~treated compared to other work items and treatment~~ meeting goals of the individual work item, the work item treatment value comprising a sum across all work item treatments of a product of the value of the work item for the work item treatment and a weight of the work item for how much weight said work item treatment has relative to others of the work item treatments and how much weight the work item treatments have relative to the business value; and

selecting a determined work item that has a best combined score of its business value and work item treatment value, to be served by the resource.

57. **(original)** The medium of claim 56 wherein:

the work item treatments of a work item comprise a time that the work item has spent waiting to be serviced, an estimated time that the item will spend waiting to be serviced, and a time by which the work item has exceeded its target waiting time.

58. **(original)** The medium of claim 56 wherein:

determining a business value comprises

determining a scaled business value comprising the business value scaled by a first scaling factor that is common to all of the determined work items;

determining a work item treatment value comprises

for each work item treatment, determining a scaled value of the work item comprising the value of the work item for that work item treatment scaled by a scaling factor that is common for that work item treatment to all of the determined work items, and

determining a scaled work item treatment value comprising a sum, scaled by a second scaling factor that is common to all of the determined work items, across all work item treatments of a product of the scaled value of the work item for the work item treatment and a weight of the work item for the work item treatment; and

selecting comprises

selecting a determined work item that has a best sum of its scaled business value and its scaled work item treatment value, to be served by the resource.

59. **(original)** The medium of claim 58 wherein:

each scaling factor comprises a fraction having in its denominator a maximum value of the value to which said scaling factor applies of any of the work items.

60. **(new)** A method of selecting a work item for a resource, comprising:

determining available work items that need skills possessed by the resource;

for each of the determined work items, determining a weighted business value of having the resource service the work item, as a product of (a) the business value weight corresponding to the work item and (b) a sum of products of a level of each said needed skill of the resource and a weight of said needed skill of the work item, the business value being a measure of qualification of the resource for servicing of the work item based on skills of the resource and skill requirements of the work item;

for each of the determined work items, determining a weighted value to the work item of being serviced by the resource, as a product of (c) a work item treatment weight corresponding to the work item and (d) a sum of products of each treatment of the work item and a weight of said treatment of the work item, the value to the work item being a measure of how the work item is treated compared to other work items and treatment goals of the individual work item and comprising a time that the work item has been waiting for service, a time by which the work item has exceeded its target wait time, and an estimated time that the work item will have to wait for service comprising a product of (e) a ratio of a total number of work items waiting for service and an average number of work items waiting for service and (f) a sum of average wait times of individual said needed skills each weighted by a ratio of the weight of said individual skill and a sum of the weights of the needed skills; and

selecting a determined work item that has a best combined value of the weighted business value and the weighted value to the work item to be served by the resource.

61. **(new)** A computer-readable medium containing instructions which, when executed in a computer, cause the computer to perform selection of a work item for a resource, comprising:

determining available work items that need skills possessed by the resource;

for each of the determined work items, determining a weighted business value of having the resource service the work item, as a product of (a) the business value weight corresponding to the work item and (b) a sum of products of a level of each said needed skill of the resource and a weight of said needed skill of the work item, the business value being a measure of qualification of the resource for servicing of the work item based on skills of the resource and skill requirements of the work item;

for each of the determined work items, determining a value to the work item of being serviced by the resource, as a product of (c) a work item treatment weight corresponding to the work item and (d) a sum of products of each treatment of the work item and a weight of said treatment of the work item, the value to the work item being a measure of how the work item is treated compared to other work items and treatment goals of the individual work item and comprising a time that the work item has been waiting for service, a time by which the work item has exceeded its target wait time, and an estimated time that the work item will have to wait for service comprising a product of (e) a ratio of a total number of work items waiting for service and an average number of work items waiting for service and (f) a sum of average wait times of individual said needed skills each weighted by a ratio of the weight of said individual skill and a sum of the weights of the needed skills; and

selecting a determined work item that has a best combined value of the weighted business value and the weighted value to the work item to be served by the resource.